

PATIENT INFORMATION

Acute Oncology Service

During your stay in hospital, you have been visited by the acute oncology clinical nurse specialists.

We work closely with and are supported by the teams at Clatterbridge and other cancer specialist teams.

The acute oncology team are here to help guide the ward teams on your care, liaise with your cancer team and be there to support you and your family/ carers.

Today you have been seen
by.....

Following our visit today please use this to write down any questions you would like to discuss with us

The team cover the hospital Monday to Friday – 9-5.

Our telephone number is 01704 705237
Email soh-tr.acute-oncology@nhs.net

Your feedback on the care you have received is important to us to develop and improve the acute oncology service we currently provide.

You may be asked to complete a questionnaire by scanning a QR code into your phone using the camera, using a web link, or completing a paper questionnaire and return it back to us

We may also contact you once you are at home for further feedback on your care, if you do not wish for this to happen, please let us know.

Please be assured your comments will remain anonymous and will have no effect on any care you may require now and in the future.

During your contact with us, it is important that you are happy with your care and treatment. Please speak to a member of staff and/or the ward/department Sister/Charge Nurse if you have any questions or concerns.

MATRON

A Matron is also available during the hours of 9.00 to 5.00 pm Monday to Friday. During these periods, ward/department staff can contact Matron to arrange to meet with you. Out of hours, a Senior Nurse can be contacted via the ward/department to deal with any concerns you may have.

INFECTION CONTROL REQUEST

Preventing infections is a crucial part of our patients' care. To ensure that our standards remain high our staff have regular infection prevention and control training and their practice is monitored in the workplace. We ask patients and visitors to assist us in preventing infections by cleaning their hands at regular intervals and informing staff of areas within the hospital that appear soiled.

As a patient there may be times that you are unsure whether a staff member has cleaned their hands; if in doubt please ask the staff member and they will be only too happy to put your mind at ease by cleaning their hands so that you can see them.

SPECIAL INSTRUCTIONS

Please note there are 24-hour contact numbers for all chemotherapy patients. Please use the telephone triage line.

ANY CONDITION SPECIFIC DANGER SIGNALS TO LOOK OUT FOR:

CONTACT INFORMATION IF YOU ARE WORRIED ABOUT YOUR CONDITION

Your own GP

Acute Oncology Team,
Ambulatory Care Unit, Ground Floor, Southport and Formby
District General Hospital, Town Lane, Kew, Southport, PR8
6PN

Office number – 01704 705237 or 01704 547471 (bleep
3846)

Email soh-tr.acute-oncology@nhs.net

Clatterbridge Cancer Helpline – 0800 169 5555

OTHER USEFUL TELEPHONE NUMBERS/CONTACTS:

Macmillan Cancer Relief
89 Embankment
London

SE1 7UQ

Telephone; 0845 601 6161 (information line)

Website; www.macmillan.org.uk

This service offers specialist advice for patients and their families and friends

NHS 111



**Please call 01704 704714 if you need
this leaflet in an alternative format**

Southport and Ormskirk Hospital NHS Trust

Ormskirk & District General Hospital
Wigan Road, Ormskirk, L39 2AZ
Tel: (01695) 577111

Southport & Formby District General Hospital
Town Lane, Kew, Southport, PR8 6PN
Tel: (01704) 547471

FOR APPOINTMENTS

Telephone (01695) 656680
Email soh-tr.appointments@nhs.net

Please remember to complete the **attached Friends and Family Test**.

Alternatively, you can complete the *Friends and Family Test* on-line by going to:
southportandormskirk.nhs.uk/FFT
Thank you

Author: Julie Marshall

Ref: 11/95

Version: 5

Reviewed: August 2022

Next Review: August 2025